

FIG. 1

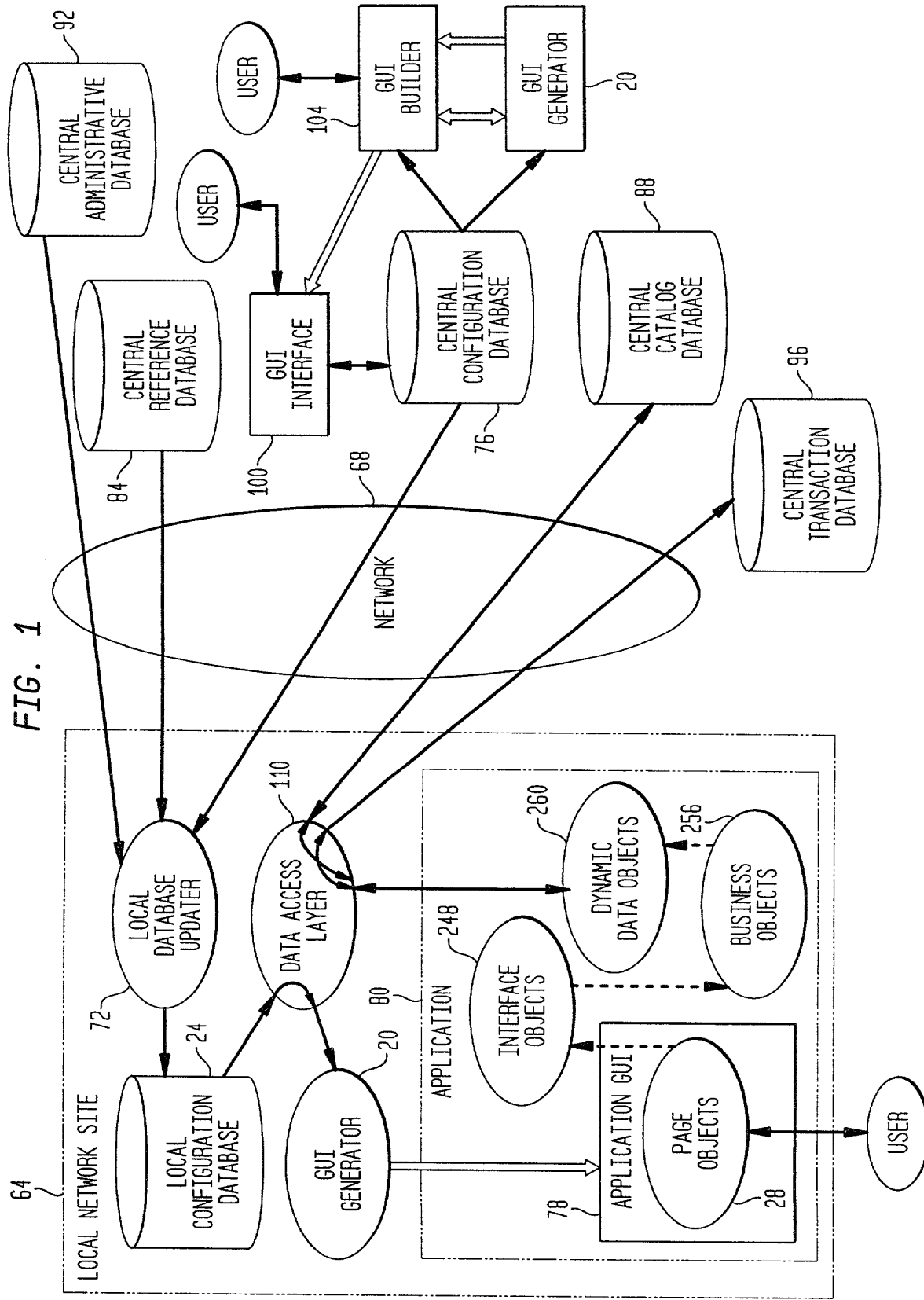


FIG. 2

The screenshot displays the 'Aibos-Customer Care' application window. The title bar includes standard window controls. The menu bar contains: Customer, Account, Financials, Ordering, Problem Tracking, Group-Level Actives, Administration, Application Links, and Help.

The toolbar (labeled 32) includes icons for: Cust. Search, New Cust, Account, Ordering, Financials, Problems, Confirm, and Help.

On the left, a sidebar (labeled 36) titled 'AVAILABLE SERVICES & FEATURES' contains a tree view with the following items:

- SERVICE INSTANCES
- PRODUCTS
- PACKAGES
- CONTRACTS
- NON-RECURRING CHARGES
- NON-BILLABLE ITEMS

The main content area (labeled 40) is divided into several sections:

- Search Results Table:** A table with columns: Order#, Order Rev#, Order Status, Acct.#, Completion Date, and Desired. The first row shows '48' in the Order Status column.
- Search Navigation:** A row of buttons: Order Search, Order Detail, Order Items, Service Location, External ID, Service Details, and Nodes/History.
- Form Fields:** Input fields for Order#, Order Rev #, Order Status, Contact Last Name, Contact First Name, Contact Company, Acct #, Cust. Order #, and Telephone #.
- Filters:** A section labeled 'Filters Applied' with checkboxes for Service Inst., Products, and Packages.
- Buttons:** Cancel, Reset, Find, Port, and Port A1.

At the bottom, a status bar (labeled 56) shows 'Ready'.

FIG. 3

United-AibonAdoin

File Edit View Help

☐ XXXX
 ☐ XXXX
 ☐ Delete
 ☐ XXXX
 ☐ First

C:\VICC.Demo\ArborConfig.mdb

- WindowArborMain
 - Window Caption
 - Window Splitters
 - View Tree View
 - View Sect View
 - Sect:Cust Search Section
 - Search Page Customer Search
 - Search Page Customer Search
 - Controls
 - Sect.Account Info Section
 - Sect.Account Financials Section
 - Sect.Order Mgmt Section
 - Sect.Problems Section
 - Sect.Confirm Section
 - ViewCtrls
 - View:Page View
 - View:Filter View
 - View:Customer Summary
 - MenuBar
 - AppBar
 - ActionBar
- Window.ArborAdmin
 - Langs
 - GeneralText
 - Errors

PageID	PageSeq	SectID	PageDesc	TemplateID	TemplateName
20101	0x01	201	Customer	25	Search Page

Pageid
PageSeq
Sectid
PageDesc
Templateid

F. Name. L. Name. Company Name
House # House Ext. Apt/Suite#
Pre Dir. St. Suf. St Name
Address Line
State Zip: Country: Franchise:

Ready

FIG. 3

108

112

116

120

FIG. 4

